

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9498

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327997	11/18/2013	11/20/2013	11/20/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Lowman	16 Caldwell St.	Brookville	PA	15825		H 814-849-8161 C 814-952-1901 E jlowman16@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

Service Request # 67561 - Customer wrote a note - "Gun has fired when taking off Safe also several times the Safety would not release and the gun had to be taken out of stock to release the Safety". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6899838	CA	4/2/1980

  

Date Purchased	Where Purchased	Accessories	Original Owner
	HORNICKS HDWE JOHNSTOWN PA		U

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

11/22/13: Per Ilion - TA dirty & sticky. Set screws altered. Replace TA, check over & test under BLM - quote. df  
11/22/13: Customer spoke w/a CSR, apprvd & pd quote. df

Examination[Remington/CF/BA]

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9498&Type=...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9498&Type=...) 12/4/2013

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		BOLT LOCK SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

*ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.*

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b> RE00327997	<b>Serial Number / Description</b> A6899838 Model 700 Center Fire Caliber: 7 mm rem mag	<b>Date Received:</b> 11/18/2013 <b>Estimate Date:</b> 11/21/2013 <b>Date Printed:</b> 12/04/2013
<b>Customer:</b> JAMES LOWMAN 16 CALDWELL ST BROOKVILLE, PA 15825 US	<b>Return To:</b> JAMES LOWMAN 16 CALDWELL ST BROOKVILLE, PA 15825 US	

Please Circle One:  
VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_  
Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_  
☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION	<b>Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments**  
trigger assembly dirty and sticky.set screws altered.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00
11/22/13 Paid								
<b>Sub Total:</b>								37.00
<b>Est Sales Tax:</b>								2.22
<b>Grand Total:</b>								\$39.22

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700 F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

2411  
CA 4/81  
JH  
008

Service Request Number SR00067561		Serial Number / Description A6899838 Model 5872		Date of Request: 11/13/2013 Date Printed: 11/13/2013									
Customer: JAMES LOWMAN 16 CALDWELL ST BROOKVILLE, PA 15825 US		9498		Destination: Arms Services 14 Hoedler Ave Hien, NY 13357 US									
Email: jlowman16@comcast.net		Email:											
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.													
Reason For Return: M240 - BOLT LOCK SAFETY MODIFICATION													
Service Request Section CUSTOMER STATES THAT WHEN THE FIREARM WAS PLACED ON SAFE, IT FIRED.													
<table border="1"><thead><tr><th>Material</th><th>Type</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead></table>						Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount						
Serial Number: A6899838 Model: 700  RE00327997													
RECEIVED NOV 22 2013 BY: _____													
T.A. dirty & sticky. Set screws Alt. for T.A. <del>was</del> check cover & test and BCP Ron 20 h													
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the													
Sub Total: .00 Est Sales Tax: .00 Grand Total: \$ .00													

Please See Attached

11/14/2013

Re: Service Request # 00067561

Rem 700 Classic Ser# A6899838 7mm Rem Mag

Re: Gun has fired when taking off safe. Also  
Several times the safety would not release and  
the gun had to be taken out of stock to release  
the safety.

### Return Address

JAMES S. LOWMAN  
16 Caldwell St  
Brookville, PA 15825

Phone 814 849-8161

Cell 814 952-1901









